



MTF Action Plan Report

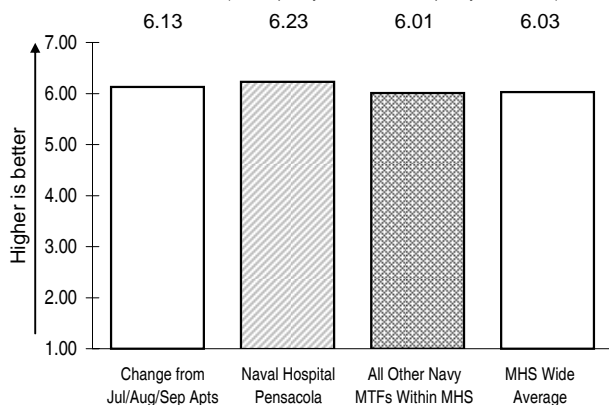
Naval Hospital Pensacola

Patient Satisfaction Report: October/November/December 2005 Appt. Data

Total Dialed = 905 Completed Telephone Surveys = 105 Non-eligibles = 249 Response Rate = 16%

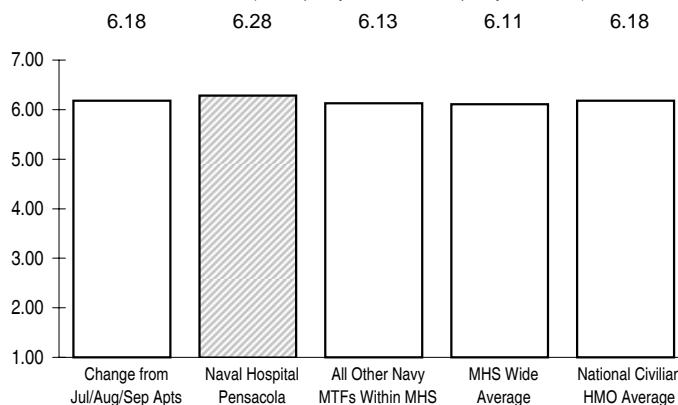
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Pensacola

Significantly Different From Naval Hospital Pensacola

Comparison To:

Change from Jul/Aug/Sep Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
Access Average		3.83	3.77	3.73	3.82
* Access to medical care (Q10b)		4.04	3.84	3.74 ↑	3.96
* Referral for specialty care (Q10c)		3.66	3.67	3.69	3.99 ↓
* Time to return your call (Q11)		3.47	3.55	3.50	3.54
Office wait time (Q9)		3.89	3.82	3.82	3.60 ↑
Ease of making phone appointment (Q10a)		3.88	3.72	3.63	3.99
Appointment wait time (Q7)		3.87	3.94	3.88	3.85
Quality Average		4.40	4.19 ↑	4.17 ↑	4.07 ↑
** Overall quality of care received (Q3j)		4.46	4.24 ↑	4.23 ↑	4.13 ↑
** How well the care met your needs (Q3i)		4.28	4.13	4.11	4.03 ↑
** How much you were helped (Q3h)		4.32	4.09 ↑	4.07 ↑	3.98 ↑
Thoroughness of treatment (Q3c)		4.49	4.26 ↑	4.25 ↑	4.16 ↑
Explanations of procedures and tests (Q3d)		4.46	4.21 ↑	4.20 ↑	4.07 ↑
Interpersonal Relationship Average		4.36	4.20	4.20	4.06 ↑
** Personal interest in you (Q3e)		4.42	4.26	4.22 ↑	4.10 ↑
** Attention given to what you had to say (Q3b)		4.46	4.29	4.30	4.20 ↑
** Amount of time with Dr. and staff (Q3g)		4.19	4.05	4.05	3.90 ↑
Friendliness and courtesy of staff (Q3a)		4.49	4.35	4.37	4.24 ↑
Advice on ways to avoid illness/stay healthy (Q3f)		4.22	4.03	4.03	3.86 ↑

Your rating is:

↓ Lower

Same

↑ Higher